



## Virtual Medical Care

### Job Description

<b>Job Title:</b>	On Call RN Telephone Triage Nurse
<b>Department:</b>	Nursing
<b>FLSA Status:</b>	Non-Exempt
<b>Prepared/Revised Date:</b>	January 29, 2020
<b>Reporting Relationship:</b>	Vice President Clinical Operations

### SUMMARY OF DUTIES:

Registered Nurses in the 24-hr. call center receive incoming calls for our clients/individuals in need of immediate medical attention. RNs provided assessment, guidance and disposition to the appropriate level of care. RNs work closely with our team of RN's and providers to determine Right Care, Right Place, Right Time disposition which may be care instructions, a Tele medicine visit by the provider, or Urgent Care, ER, or 911 level of care required.

### ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- Complies with all agency policies and procedures.
- Use of Electronic Triage Software or Triage Protocol Book.
- Receives incoming calls from contracted clients
- Assess patient's current health status and recommends appropriate level of care based on clinical judgment, evidenced based guidelines and clinical protocols
- Develops plan(s) of nursing service appropriate to the patients' health care needs
- Demonstrates knowledge of medications.
- Telephone communication skills with appropriate phone etiquette necessary
- Must have the ability to make critical independent decisions and prioritize appropriately.
- Document all calls, and actions taken into the patient's medical record
- Utilizes technology as appropriate to meet the requirements of the job functions.
- Communicates to the health care team members the outcome of the assessment/reassessment to ensure appropriate follow up occurs based on the needs of the patient care.
- Displays an exemplary level of patience, courtesy, and flexibility.
- Interacts with patients, physicians, and staff in a manner conducive to maintain positive relationships and to meet the goals and objectives of the agency.
- Adheres to ethical, legal/regulatory and accreditation standards
- Assumes responsibility for his/her own education, using formal and informal resources that contribute to professional self-growth.
- Consult with administrator for issues or requested services outside scope of practice or requiring assistance in performing
- Must be detail oriented and able to multitask
- Completes all onboarding and required annual training
- Performs other duties as assigned



**MINIMUM QUALIFICATIONS:**

- AAS in Nursing, Bachelor’s Degree in Nursing or related fields preferred, not required
- Unrestricted New York State Licensed RN with a minimum of two years of experience as a clinical hospital nurse in an emergency room, critical care or med/surg, OR a minimum of two years’ experience in RN telephone triage in a primary care setting.
- Knowledge of OPWDD regulations recommended, not required
- Current BCLS required
- Current Infection Control Certificate required
- Must be proficient in using computer applications and using the internet.
- Ability to meet physical requirements of the position when performing the following: Standing, walking, sitting, bending, stooping, squatting, kneeling and climbing.

**I HAVE RECEIVED THIS JOB DESCRIPTION AND HAVE DISCUSSED THIS WITH MY SUPERVISOR.**

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

